

WIC UPC Issue Research

Situation: Participant reports that an item is not going through at the store

Clinic staff Response:

- ✓ Ask HH#
- ✓ Ask about item being purchased (attempted)
- ✓ Location (store, city)
- ✓ Check SPIRIT food package issued
- ✓ Check SOAR to ensure it was sent over correctly, and that there is the correct balance
- ✓ Get as much information about the item as possible
 - Product description (size, type, flavor, quantity...)
 - Product UPC
 - Ideally- they could submit the item via WIC Shopper with pictures or using the online form

State Staff:

- ✓ Get as much information as possible from participant and/or clinic staff (see above)
- ✓ Check... SPIRIT (clinic) and SOAR to ensure issuance matches product purchase attempt
- ✓ If this all looks good- check back end set up
 - SPIRIT Reference Utility
 - Food Item Set up (note whether it is an eWIC only item or not)
 - Food Distribution item set up (including the assigned cat/sub cat)
 - Cat and Sub cat set up (check UOM, description, size, etc.)
 - UPC in SPIRIT (check if approved, allowed on WIC, assigned to correct cat/sub cat)
 - SOAR
 - Check under the Food Management section
 - Look at the cat/sub cat and make sure it matches what was issued
 - Look to make sure it is ACTIVE
 - Look up UPC and verify that it is assigned to the right cat/sub cat
 - Verify the issuance to the participant matches

When issue is found:

- ✓ Check with Nutritionist & Blair/IT to ensure the fix is appropriate
- ✓ Fix it
- ✓ Follow through to ensure that the fix worked (may be 1-4 days later depending on issue)
- ✓ Test it
- ✓ Verify that the participant is taken care of and is able to buy their product
- ✓ Share the issue with other staff and pilot staff so we know the issue & resolution